## **LIHP eConsult Program Overview for Specialists**



What is eConsult?

eConsult is a telehealth process enabling primary care providers (PCPs) to consult remotely and conveniently with specialists. eConsult has successfully reduced the need for faceto-face office visits by facilitating efficient and secure exchange of information to meet clinical needs. eConsult alleviates common problems experienced by PCPs and specialists, such as:

- Poor communication between specialists and **PCPs**
- Partial or incomplete previsit work-ups
- Unnecessary referrals
- High "no show" rates
- Difficulty to use legacy referral systems
- Insufficient capacity to meet current demand for face-tovisits

## **Benefits of eConsult**

Improved health outcomes with earlier specialist intervention

Improved communication between PCPs and specialists

Improved pre-visit work-ups

Decrease in unnecessary/inappropriate specialty referrals

Improved patient satisfaction due to decreased wait time for specialty appointment

Reduced "no-show" rates

This expansion of eConsult to the LIHP in 2012 demonstrated:

- Approximately 84% reduction in wait time for appointments.
- Out of 341 specialty face-to-face referral requests, nearly 60% (202) were appropriately addressed and resolved by eConsult and did not result in face- to-face visits.
- An easy to use and flexible system allowing specialists to respond to eConsult email alerts in three days or less.
- An average of 2.80 exchanges between specialist and PCP prior to close.
- Reimbursement rate for each consult is \$48.64 and is separate of any payment for in-person consultations.

## **Current Specialties**

- Endocrinology
- Hepatology
- **Neuro Surgery**
- Orthopedic
- **Podiatry**
- Pain Management
- **Psychiatry**

## How does eConsult Work?



eConsult begins when the PCP's office requests a specialty consult based on the patient's medical specialty need.



2.

PCP details brief history of patient's present illness, pertinent clinical information and poses specific clinical question(s). The PCP's office is able to attach any relevant clinical information such as labs and progress notes. Basic patient demographics and past clinical information are also available for specialist review.



3.

PCP→Specialist

HIPAA compliant email alert is sent to the specialist's private email.



Specialists can login to

the secure eConsult system from their email link to review and respond to the PCP using any Webenabled device. The specialist can request more information, provide treatment recommendations, or recommend for a face-to-face visit.



5.

Specialist→PCP

An email alert is sent to the PCP informing him/her that the eConsult has been answered.



Back-and- forth communication can continue between PCP and Specialists until the issue is resolved.



If specialist recommends: Face-to-face visit between patient and specialist, a face-toface visit will be authorized via eTar.